INTRODUCTION

NAM EXIM is independent IT Service Management Consultancy. We are focused on pragmatic IT Service Strategy, Governance and Delivery aligned to many of the industry best practices including ITIL, COBIT, PRINCE2.

We undertake and deliver a full range of offerings across the Service Management lifecycle. From helping to define and deliver your Service Strategy and Operating model to deploying and embedding processes into live operations. NAM EXIM can assist you to improve your current range of Service capabilities and help move you into the new digital future.

Businesses today are demanding greater IT value from the use of Digital platforms, Agile and Bi-modal working to support the increasing pace of market pressure. NAM EXIM can help you re-position your operating Model and Capabilities to support the future.

As an organisation we have 15 years of practical Service Management experience to draw upon. Our people are battle hardened, experienced Service Management professionals with a minimum of 10 years practical experience across multiple markets. NAM EXIM will ensure that you follow current thinking and good practice across each stage of your delivery. Our senior team comprises of some of the leading figures in the UK IT Service Management industry and all NAM EXIM management team are active senior service consultants.

At NAM EXIM we value long term working relationships built upon value through partnership.

We believe in creating an effective working partnership with our customers and to do this we will need to understand the client's business drivers as well as the technical and functional requirements.

Gaining this understanding will begin from the moment you get in touch with us. Our team will work with your organisation to truly understand what you are trying to achieve and how we can help – if we can't, or if there is a technical or commercial mismatch, we will say so.

Our highly experienced service delivery team have well proven methodologies suitable for project scopes of all sizes.

Our team has industry recognised accreditation in:

- ITIL®
- ITIL® Maturity Model

  With skills in: -

- ServiceNow
- Helix ITSM and CMDB
- Halo ITSM
- Jira Service Management
- BMC Truesight Event Management

IT AS Service

Organizations are transforming their IT departments into self-sustaining business units, treating internal users as if they were external customers. To make IT effective and efficient IT has to run as a business within the business. Now to achieve that organization should transform IT as a service. Itinvolves elements of project portfolio management, re-engineering of workflow, and process improvement spanning several years.

Many large IT organizations have discovered that the route to a customer-centric service organization runs along the ITIL (Information Technology Infrastructure Library) framework. By adopting best practices for managing service requests, changes, and IT assets, organizations can harness their help desks, avoid downtime from unauthorized changes, and deliver better service to their internal customers.

NAMEXIM has ITIL certified professionals who are experienced in implementing the ITIL best practices within large organizations all over UK, Europe and US.

Our focus is transformation of IT to a more business-centric approach, focusing on outcomes such as operational efficiency, competitiveness, and rapid response. This means IT shifts from producing IT services to optimizing production and consumption of those services in ways consistent with business requirements. This changes the role of IT from a cost centre to a centre of strategic value.

ITSM Service Design and Implementation

This service identify and document service management requirements to be transformed into Functional and Technical requirements, factoring in workshops, stakeholder engagement, process define/design, data gathering, producing practice advice on ITSM operating models based on ITIL methodologies, technical design and 3rd Party Integration requirements into your Service Management architecture.

Our Service implement key process's (Onboarding, Incident, Problem, Change, Release, Request Management, Event, Knowledge & Asset) and enable continued collaboration and agile delivery of services internal teams whilst providing a more efficient and effective customer experience.

Service features

- Experienced practitioners who deliver IT Service Management alongside your team
- Client support with designing and integrating multiple suppliers
- Transformation, change management and controlled IT Service Management environments
- ITIL service management
- Continuous service improvement as part of IT Service Management
- IT Service Management design based on ITIL methodology and processes

- Mentoring a fledgling Service Desk team and designing Management Information toolsets and reconfiguration of the ITSM toolset

Service benefits

- Provides expertise on how to build ITSM capabilities
- Ability to design methodology to best suit environment
- Stakeholder involvement and management
- Improved ITIL process control and maturity
- Effective client team development via knowledge management

For more information about us, contact

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